

Shelby County RFP #13-003-54
Bid Questions and Answers # 3

1. Would the County like the ability to enter any relevant metadata at the time of scan from the control panel of the MFP?
 - a. We can envision a scenario where this could be beneficial, but we've never deployed this as a solution.
 - 2- Is Kofax Capture configured to import scans directly from a folder?
 - a. No, we have not purchased this module for any of our Kofax Capture installations. We've looked at it as a possibility a few times, but ultimately decided on a different solution.
 - 3- Is a cover page required at the time of scan for Kofax Capture to process the documents prior to storage in OnBase?
 - a. A cover page is used for a lot of multi-page scanning solutions. Sometimes a bar code is used to separate the documents instead. Cover pages are usually not used for fixed page documents.
 - 4- Does the County currently have a folder that Kofax Capture uses to import documents?
 - a. No. See answer to question 2.
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QUESTIONS & ANSWERS # 4
RFP # 13-003-54
COPIER SYSTEMS & SERVICES

March 28 – Mid-South Copiers

- (1) Would you consider awarding the lesser volume devices (i.e.: mono >500, 1001-5000 & 5000-10000 pages per month: color >5000) as a separate award if it corresponded with an output fleet management solution?

No – the RFP will result in a single award

- (2) Is 11X17 copying and printing necessary on the lesser volume devices? If so, would you consider separating 11X17 coping / printing from the group as not a standard requirement?

No – it is anticipated that the successful bidder will first perform an analysis on each department's output requirement, and recommend a suitable system from the range quoted with the appropriate accessories.

March 29 – NovaCopy

On the 2nd page of question responses, under section XI.C p.26, the question is, *"How often has the county had to cancel equipment that you have under lease?"* The county responded, *"To the best of my knowledge, never."*

We wish to clarify the above statement:

The County has never cancelled an entire copier contract. However, over the past five years there have been at least 50 individual units canceled that were no longer needed – generally this was because a department closed down or consolidated with another, a business review concluded that an area was overpopulated with copy machines, or that the installed system did not meet the business requirement.

Late Charges: We wish to make it clear that the County will not pay a late charge for any reason ever. The County is changing its billing process for this copier contract in an effort to centralize the billing and reduce the possibility of payment delays.

Billing: The County will require the vendor to invoice machines on a single summary invoice, with each machine identified by a department billing code (to be provided by the County). IT Services will recharge each department via the internal billing process.

March 29 – NovaCopy

The spreadsheet in the first RFP included the correct volumes which were provided by NovaCopy, but subsequent revisions resulted in considerable data transpositions and errors.

A corrected spreadsheet is attached, which incorporates the removal of the production machines in the Support Services print-shop.

April 1 – Hewlett-Packard

RFP Section IX - Purpose

A 5. Respondents must submit a brief outline of their maintenance strategies, service hours, levels of Service, etc. It is assumed that the submitted contracts will have detailed information relating to service levels.

Question: Is the SLA for preventive maintenance expected to be the same as a service call or will there be different level of commitment required?

They will be different. Preventative maintenance may be performed on a scheduled basis, whereas a service request will be based on a level of urgency (business impact).

A 10. Schedule Preventative Maintenance (PM) that is comprised of remedial maintenance for CPU's, enclosure components, tape drives, disk drives and printers is required.

Question: With regards to the on demand support, how frequently does Shelby County anticipate that level of support being required?

This is almost entirely dependent on system reliability and utilization.

B 12. Support should include cost free upgrades to Guardian OS, known fixes, and updates to software listed in Attachment II.

Question: Can OS upgrades be handled remotely?

No (primarily due to PCI/HIPAA security constraints) – but IT Services will work with the vendor to properly distribute OS updates across the network.

April 1 – BEC Memphis

On the copier specifications sent out nothing was mentioned as to Stapling....is this a feature that needs to be on *all* machines? Please clarify. Thanks.

No – it should be indicated as an option on each model that supports this feature, and priced accordingly.

April 1 – BEC-Memphis

On the machine specifications that you sent out some of the machines show a color usage but the model given doesn't appear to be a color machine. Please clarify. Thanks.

Refer to the updated spreadsheet.

NOTE: The due date for this bid is being extended from 3:00 pm, Friday, April 12, 2013 to 3:00 pm, Friday, April 19, 2013.

QUESTIONS ARE IN BLACK AND ANSWERS ARE IN RED.